

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Inficon

#### New York Manufacturing Extension Partnership

#### INFICON Achieves Success with Training Within Industry and Lean Six Sigma

##### Client Profile:

INFICON, established in 1969 in East Syracuse, New York, specializes in Instrumentation, critical sensor technologies, and advanced process control software that enhances productivity and quality in sophisticated industrial vacuum processes. The company employs 230 people.

##### Situation:

INFICON experienced a long-term growth rate while exporting greater than 50 percent of its products outside of the U.S. As the company grew, a significant issue was the lack of available space within their existing facility. In an effort to improve space utilization, manufacturing efficiencies, problem solving and to remain competitive, a plan was implemented to initiate 5S (Sort, Set in Order, Shine, Standardize, Sustain) and Lean Six Sigma in conjunction with Training Within Industry Job Instructions (TWI JI). The plan was supported by Central New York Technology Development Organization (CNYTDO), a division of the New York Manufacturing Extension Partnership and a NIST MEP network affiliate.

##### Solution:

CNYTDO assisted INFICON in implementing a 5S program and provided requisite coursework and projects for 6 company employees to become Six Sigma Black Belts. During this same time, CNYTDO provided basic training in Lean Six Sigma and Lean to a majority of the company. Individuals across all product families were trained in the four-step methodology of TWI Job Instruction (JI). These individuals were placed into teams that were tasked with developing breakdowns of jobs that needed to be trained. By developing a workforce knowledgeable in Lean Six Sigma supported by the standardized training methodology of TWI, INFICON has begun to incorporate both the saving in efficiencies and floor space that Lean and Lean Six Sigma promise.

##### Results:

- \* Reduced cycle time by 25 percent.
- \* Reduced floor space from 15 percent to 30 percent.
- \* Reduced rework by 12 percent.

##### Testimonial:

"CNYTDO has provided both training and hands-on guidance for our personnel that has enabled us to realize productivity improvements."

Stephen Chabot, Vice President Operations